

To ensure the safety of our staff and participants, all staff that provide face-to-face services and visit Racker sites must follow screening and prevention guidelines as set forth by Racker.

HCBS Waiver Services, in all formats including within the Self-Direction Program, Community Habilitation, and In-Home Waiver Respite service can be provided in a number of ways: via telehealth, emergency response services, virtual activities and in person.

### **Participation in Face to Face Services**

In order for staff to work providing Face-to-Face Service they must have completed “Stopping the Spread of Respiratory Illness”, “COVID-19 Screening upon Entry to Any Racker Site”, and “COVID-19 Safety and Face Mask use”.

Staff must conduct self-screening questions, before providing service to each participant.

#### **Self-screen by asking yourself:**

- Do you have any symptoms associated with COVID-19: fever (temp above 100F taken with thermometer), cough, shortness of breath?
- Have you traveled to any countries identified by CDC as having high rates of COVID-19 transmission?
- Have you been in close proximity to anyone with suspected or confirmed as having COVID-19?
- Have you or anyone in your household been tested and confirmed to have COVID-19?
- Have you traveled to any states identified by CDC as having high rates of COVID-19 transmission?

*If staff answer yes to any of these questions, staff must consult with a supervisor by phone before providing face-to-face service with participants.*

Staff working with individuals must call ahead to complete screening questions with the individuals/families they support. If staff are unable to reach the person(s), and still plan on going to provide the service, they must complete the screening prior to entering the setting when they arrive and document in eVero.

While services are encouraged to take place using telehealth options, face-to-face services are still provided to individuals, and should continue to be provided as long as it can be done safely. These services are encouraged to take place in the person’s home, or outdoors whenever possible.

If staff are providing Community Habilitation to a participant who resides in an OPWDD Certified Residential Facility staff will:

- Participate in low risk, outdoor activities whenever possible
- Limit the frequency and duration of services provided in stores, outdoor restaurants, salons, etc. and will abide by the capacity limitations of such locations
- Limit unnecessary interaction with other members of the public while participating in a service activity

Staff will refrain from eating during service time unless a staff works a shift that requires a meal break (e.g. more than 6 hours). If a meal break is necessary the following guidelines must be followed:

- Staff will support the individual with eating, if support is needed, prior to taking a meal break themselves
- Staff will eat outside or in a large well-ventilated area, while maintaining a minimum of 6 feet from the individual
- Neither food nor utensils will be shared between staff and the individual they are supporting
- Staff will follow all Racker guidelines for personal hygiene before and after mealtimes utilizing frequent hand washing and sanitizing.

Staff must have hand sanitizer available and ensure all individuals are washing and/or sanitizing hands throughout service time, whenever surfaces such as door handles, counters, public benches, and store shelves are touched.

When planning service activities, staff should be aware of various capacity restrictions for businesses and should consider calling ahead, where possible, to ensure group size can be accommodated. Spaces that allow for appropriate social distancing include: local parks, walking trails, local community centers, etc.

All staff will put each location they attend while providing service to support contact tracing if needed.

### **Social Distancing Requirements**

Staff will maintain at least six feet of physical distance from the people they are supporting, unless the safety of the activity requires a shorter distance or the person's safeguards require that closer contact be maintained with a staff member.

### **Face Coverings**

All staff must wear an appropriate facemask or covering **at all times** while providing service. Staff may choose to use their personal cloth face covering, or one provided by Racker. Acceptable face coverings for COVID-19 include but are not limited to cloth-based face coverings and/or disposable masks that cover both the mouth and nose.

Service recipients must wear face coverings, if they can medically tolerate one. If a service recipient chooses not to wear a mask, services will be provided within walking distance of their home, maintaining social distancing if possible.

### **Personal Protective Equipment (PPE)**

All staff are provided with a mask, hand sanitizer, gloves and cleaning supplies for their device and vehicle.

Face coverings must be cleaned or replaced after use and may not be shared. Instructions on mask care have been provided to all CSP's and can be found at: [Masks Care Instructions](#)

### **Transportation**

Staff and individuals must wear face coverings at all times in the vehicle. The total number of people in a vehicle (passengers and driver) cannot exceed 50 percent of the vehicle's intended use and all passengers should be seated as far from one another as possible. Total numbers of people

- 5 passenger Sedan: No more than 2 (1 driver and 1 passenger)
- 7 passenger van: No more than 3 (1 driver and 2 passengers)
- 8 or more passenger van: No more than 4 (1 driver and 3 passengers)

All staff and participants must utilize hand sanitizer immediately upon entering the vehicle.

Where appropriate and safe, windows should be rolled down, as tolerated by the participant, to permit air flow.

After each trip is completed, the interior of the vehicle should be thoroughly sanitized and disinfected before additional individuals are picked up. When dropping off a person at the end of service time, staff will disinfect the car, and document that the car has been cleaned in the mileage log in eVero (e.g. all surfaces cleaned and disinfected prior to service time).

Racker recommends making efforts to provide services close to home, or in the person's county of residence whenever possible, however, service location is at the discretion of the service recipient based on goals identified in the participant's Life Plan.

### **Hygiene and Cleaning while providing service**

Staff are responsible for performing targeted cleaning and disinfecting of frequently touched hard, non-porous surfaces before and after each use, such as:

- counters,
- appliance/equipment surfaces,
- tabletops,
- doorknobs/handles,
- bathroom fixtures,
- toilets,
- phones,
- keyboards,
- tablets,
- remote controls/knobs,
- water dispensers,
- vehicle surfaces (i.e. seat belts/buckles, external door handles, internal door handles, window and locking controls, radio knobs, seat belt buckles, consoles, handles, visors or mirrors, or any other surface touched), and
- any other surfaces that are visibly soiled.

**In addition, all staff need to ensure they have cleaned their phones screens after each session.**

Writing utensils are also common objects staff may share. Racker provides staff with office supplies and has an ample supply to ensure staff do not need to share.

All staff and individuals should wash their hands frequently with soap and water, for at least 20 seconds when:

- Upon arrival at the participants home, if possible
- before and after handling food,
- before and after eating and drinking,
- after using the bathroom,
- after touching shared objects or surfaces,
- after touching their eyes, nose or mouth,
- after cleaning, sanitizing or disinfecting surfaces
- when hands are visibly dirty.

Use of alcohol-based hand sanitizers with at least 60% alcohol are also acceptable. Use of hand sanitizer by individuals should be supervised as needed by staff.

When supplies run low, refills of hand sanitizer are available at each of Racker's main sites.

### **Visiting a Racker site**

For staff who are able the standard for working from home if/whenever possible continues to be in place.

Currently, Racker has a NO visitor's guideline in place for all sites. Staff and program participants have been notified and signage has been added to our facilities. Exceptions to these guidelines include necessary deliveries – e.g. US Mail, FedEx, UPS, and other deliveries of office and cleaning supplies.

When visitors are necessary the following practices must be followed:

- Only designated entrances are used
- Face masks must be worn throughout the building at all times
- Staff will use own pen to sign for any deliveries
- Everyone must sign in and out of the screening log
- Social Distancing must be maintained
- Staff will disinfect any area or surface touched by the visitor upon their departure

All staff must have completed the following trainings **before** entering a Racker site. "Stopping the Spread of Respiratory Illness", "COVID-19 Screening Upon Entry to Any Racker Site", and "COVID-19 Safety and Face Mask use".

Staff are also required to self-screen at the door of all Racker sites before entering by using a “no contact” thermometer. Gloves are available at the self-screening station, must be worn when using the thermometer, and discarded after use.

Self-screen by asking yourself self:

- Do you have any symptoms associated with COVID-19: fever (temp above 100F taken with thermometer), cough, shortness of breath?
- Have you traveled to any countries identified by CDC as having high rates of COVID-19 transmission?
- Have you been in close proximity to anyone with suspected or confirmed as having COVID-19?
- Have you or anyone in your household been tested and confirmed to have COVID-19?
- Have you traveled to any states identified by CDC as having high rates of COVID-19 transmission

If staff answer yes to any of these questions, staff must consult with a supervisor before entering a Racker site, to determine appropriate work location (on site or at home).

While in the building, maintain social distancing maintain social distancing as much as possible

- 6’ distance from one another as much as possible
- Limit gatherings as follows:
  - No more than 2 people in an office at any time unless otherwise noted
  - Follow signage on larger rooms as to the acceptable occupancy during COVID-19
- When in any gathering, maintain 6’ social distancing as much as possible
- Of course – continue to wear masks at all times other than the exception noted above.
- As warmer weather arrives, provisions for outdoor seating areas will be available.
  - Everyone must continue to wear masks if within 6’ of others

At a Racker site Staff are responsible for:

1. Performing targeted cleaning and disinfecting (*throughout each shift*) of frequently touched hard, non-porous surfaces, such as counters, appliance/equipment surfaces, tabletops, doorknobs/handles, bathroom fixtures, toilets, phones, keyboards, tablets, remote controls/knobs, water dispensers, seat belts/buckles, and any other surfaces that are visibly soiled.
2. In addition to the above mentioned cleaning of all surfaces, staff should also disinfect:
  - All kitchen surfaces before and after meal preparation, as well as table tops before and after serving meals, and personal devices used to log time and services.
3. Cleaning includes wiping down surfaces prior to use of disinfectants. Dirt and other materials on surfaces can reduce the effectiveness of disinfectants. Clean surfaces using water and soap or detergent to reduce soil and remove germs.
4. Disinfecting includes using EPC and DEC registered products specifically labeled to be effective against SARS-CoV-2.
  - If this is unavailable, use disinfectants labeled to be effective against rhinovirus and/or human coronavirus.
  - Or - A 2% chlorine bleach solution may be used. This would be 1 tablespoon of bleach to one quart of water. Spray and leave on surface for 30 seconds. Wipe off excess afterwards.
5. Following label instructions for the solution being used - which includes *surface contact time*.
6. Wearing disposable gloves while handling potentially soiled items/clothing and while cleaning and disinfecting surfaces. Place all used gloves and other disposable contaminated items in a bag that can be tied closed before disposing of them with other waste.
7. Washing hands with soap and water for at least 20 seconds immediately after removing gloves or use an alcohol-based hand sanitizer if soap and water are not available. Soap and water should be used if hands are visibly soiled.
8. Ensuring waste baskets are available and visible.
  - Make sure wastebaskets are emptied on a regular basis.
  - Persons emptying waste baskets should wear gloves to do so and dispose of the gloves immediately.
9. Deep cleaning is to be done in the morning and afternoon. Cleaning logs are located in the mailroom of each of the main sites.

Facilities has prepared and provided cleaning solutions and gloves and paper towels to be available in meeting rooms and break rooms, for staff to use to clean surfaces in those rooms after use of and before leaving the room.

- The disinfectant solution is a bleach combination (2% chlorine bleach solution) and facilities has labelled the containers clearly noting the ingredients and how to use.
- Facilities will routinely check the supplies and replenish as necessary.
- Facilities will replenish supplies if informed the supplies are low, between when they are routinely checking them.

Staff who are sick with a respiratory infection and have a fever, should stay home from work. Staff who arrive with or develop respiratory illness symptoms (other than what is the typical baseline for the staff member) should go home as soon as possible *and stay in touch with supervisor*. If the person is not able to leave immediately – due to needing a ride, etc., s/he should be isolated promptly in a room separate from others. (The supervisor will assist the staff member, as necessary, with making arrangements for s/he to go home.) The following are the designated 'sick rooms' / 'isolation rooms' at each Racker main site:

- Wilkins Pre-School: Room 112
- Cortland: Room 206
- Washington-Gladden: Sensory Room – next to bathroom

Once the room is vacated after use, contact facilities immediately so they may clean and disinfect the room using EPC and DEC registered products.

### **Tracing and Tracking**

Racker has implemented screening logs at the sites where each person signs upon entry and exit, along with their purpose of being at the building. Time sheets and Service Documentation are also used for any contact tracing needs.

During the pandemic, for the purpose of contact tracking staff will document all locations where services are provided while out in the community in Racker's electronic health record, eVero.

Staff who are alerted that they have come into close or proximate contact with a person with COVID-19, and have been alerted via tracing, tracking or other mechanism, are required to self-report to their employer at the time of alert and shall follow all required protocols as if they had been exposed at work.

When there is a confirmed case of COVID-19 at Racker

The **Executive Director/ designee** will:

1. On the same day of learning of a confirmed case of COVID-19 at Racker, ensure there is notification to all individuals & their families and all staff connected with the program *or location* where the person with confirmed COVID-19 was present.
  - The LHD will also be doing this – however, immediate steps by the program to quarantine or isolate the situation will be necessary which will involve contacting those who had potential contact with the infected person.

Notification will also include:

- a. Contact information if anyone has any questions;
- b. Reference to the agency's website for Racker's current practices in infection control and containment of COVID-19
- c. A statement that updates will be provided, as they become available

### **Questions on the plan can be addressed to:**

Marianne Odell, Director of HCBS Waiver Services at [MarianneO@racker.org](mailto:MarianneO@racker.org)

Or

Gayle Pado, Director of Family Resource Programs at [GayleP@racker.org](mailto:GayleP@racker.org)